

Date: November 29, 2007

To: Pacific Gateway Workforce Investment Network Staff
One-Stop Recipients
One-Stop Partners

From: Bryan S. Rogers
WIB Executive Director



Subject: POLICY MEMORANDUM: WDB-23
RAPID RESPONSE GUIDELINES AND PROCEDURES

EFFECTIVE DATE

This policy is effective upon date of issue. It supersedes previous policy dated March 18, 2005.

PURPOSE

The purpose of this policy is to ensure compliance with programmatic, fiscal and contractual provisions of the Workforce Investment Act (WIA), and promote performance excellence of all programs administered and/or overseen by the Pacific Gateway Workforce Investment Network (Network) and the Pacific Gateway Workforce Investment Board.

BACKGROUND

In December 1997, the Employment and Training Administration (ETA) launched an initiative to improve the delivery of Rapid Response assistance and early intervention services for employer's and Dislocated Workers. As a result, a National Rapid Response Workgroup was formed. The Workgroup, now known as the National Dislocated Workgroup, is comprised of State and local area representatives identified as experienced practitioners of effective Rapid Response Service, as well as ETA National and Regional Office Representatives from several programs, and a representative from the AFL-CIO Working for America Institute.

Retrieved March 1, 2002 from World Wide Web: U.S. Department of Labor / Classification Rapid Response / Training and Employment Information Notice No. 3-01).

DEFINITION

Rapid Response Services: Rapid Response Services provide immediate aid to workers affected by announcements of plant closings and large layoffs. Typically they are designed to respond to layoffs with more than 50 workers. However, the Pacific Gateway Workforce Investment Network also shall provide layoff aversion



services to businesses anticipating layoff of less than the State threshold of 50 workers.

WARN Notice: The Worker Adjustment and Retraining Notification Act (WARN) was enacted by congress on August 4, 1988 and became effective on February 4, 1989. www.edd.ca.gov/jtpawarn.htm

The WARN Act provides protection to employees, their families, and communities by requiring employers to give affected employees written notice at least sixty (60) days in advance of any plant closing or mass layoff. Advance notice provides employees and their families some transition time to adjust to the prospective loss of employment and obtain alternative jobs and, if necessary, to enter skill training or retraining that will allow these employees to successfully compete in the job market. The WARN Act also provides for notice to State dislocated worker unit that dislocated assistance can be promptly provided and to local elected officials so they may prepare to community response.

Source of Information

- Employer Disclosure – WARN/Official notification is issued by the employer to the individuals affected by the dislocation including employees, labor representatives, and local rapid response governing bodies (such as local elected officials, State of California Employment Development Department, Service Delivery Area/Substate Area, etc).
- News Media - Newspaper Publications or announcements – Articles or news reporting regarding local company closures or mass layoffs.
- Business Services Meeting - The Southern California Regional Rapid Response Roundtable meets the third Thursday of each month to discuss the regions economy and the number of companies who have closed or are downsizing.
- Word of mouth - Direct contact by impacted businesses or workers.

POLICIES AND PROCEDURES

I. Processing

1. Who Triggers the Notice: A covered employer must give a 60 day notice in writing if an employment site (or one or more facilities operating units within an employment site) will be shut down, and the shutdown will result in an employment loss of 50 or more employees during any 30-day period / Plant Closing, Downsizing or Mass Layoff.
2. Disclosure: Employer issues notification to local rapid response governing bodies; local elected officials, State of California Employment Development Department, Workforce Investment Board.

3. Action Required: The Network's Rapid Response Coordinator makes immediate contact with the employer to confirm the closure or downsizing and the number of affected employees, and obtains the following information through the Planning Meeting Guide (**Attachment A**). If time allows, a site meeting is scheduled to assess the needs of the impacted business and employees.
4. Site Meeting: The purpose of the site meeting is to coordinate rapid response services with company experiencing or planning to conduct layoffs. The following are some questionnaires addressed at the site meeting:
 - If business is closing, what is the likelihood of aversion?
 - If business is relocating, what would be the new location?
 - Is the layoff NAFTAA/TAA related?
 - Are Employee Assistance Programs available?
 - Is the company an Outplacement Firm?
 - What is the structure of corporate decision-making?
5. Who Attends the Site Meeting: A group effort of service is organized by the Rapid Response Coordinator that includes representation by the Employment Development Department, Local Union (if it's a union shop), Financial Consultant's (if several workers are receiving a severance package).
6. Assess the Potential Impact: The Network's Rapid Response Coordinator will identify the number of companies, their locations, dislocated workers and their residence to alert proper Local Workforce Investment Act (LWIA) One-Stops. If the lay-off or closure will affect several regions including Long Beach, Signal Hill, Lomita, and Torrance, a discussion with the Southern California Regional Rapid Response Team is imminent. The Pacific Gateway Workforce Investment Network may need to apply or join with other WIB's in applying for additional federal (National Reserve Grant) or state funds to neutralize the impact. Upon receipt of funding, the Network will implement the delivery of services to affected employees.
7. Establish a Paper File: The file should contain the following information; WARN letter, summary of information gathered in initial company meeting, copies of all forms of written correspondence issued or received in connection with this layoff/closure. Other file items will include the Rapid Response Orientation sign-in list of affected employees and Dislocated Worker Employee Surveys (**Attachment B**).
8. Orientation: Topics of information to be covered during the orientation include but is not limited to the following criteria:
 - Rapid Response funding and its purpose
 - Workforce Investment Act information – what it is and who it serves
 - Unemployment Insurance – how to file, what is weekly benefit amount

- Dislocated Worker services at the One-Stop - Job Search Assistance and Placement, Job Search Workshops, Computer Lab & Resource Center, Phone bank, and Fax and Photo Copier Machines
- Individual Career Counseling and/or Technical Assistance
- Virtual One Stop System (VOS) - Automated system to post resumes, review available jobs and apply online / CalJOBS
- Retraining Opportunities – Basic Skills, Vocational Training
- Labor Market Information (LMI) – Occupations in demand, knowledge, skills, abilities, pay, and other details on employment.

II. Orientation and Additional Support

- Each dislocated worker is to fill-out the Dislocated Worker Survey Form and the Pacific Gateway Workforce Investment Network Sign-In sheet with their name, address, city, phone number, last day of work, salary and position.
- Each individual is asked to fill out an Employee Survey Form. It is voluntary and not required (some bilingual workers may require one-on-one assistance).
- Provide each attendee with the Network's Rapid Response folder packet, which contains: Rapid Response reemployment materials that include "Are you seeking employment or looking for a better job?" brochure, the Network's One-Stop Career Centers directory, CalJOBS information, Unemployment Insurance Toll Free Phone Numbers, "EDD For Your Benefit", "California's Programs for the Unemployed", U.S. DOL Pension and Health Care Coverage Q&A Book, State Department of Rehabilitation Information, Pacific Gateway Workforce Investment Network One-Stop Workshop Calendar, "Surviving a Layoff" handbook, and pens.
- Financial Planning Assessment. Provides retirement, 401k rollover, and COBRA information.
- City of Long Beach Health and Human Services / Healthy Families. Provides low cost or free medical plans.
- Each worker is to write the name of their selected One-Stop on the Employee Survey. This simplifies the distribution process of the form.
- Copy each survey for the distribution process and file original's in the Rapid Response file.
- Mail or fax the Dislocated Worker Employee Surveys (**Attachment B**) to the appropriate LWIA – One-Stop or distributed at monthly Regional Roundtable meeting.
- Complete an LWIA Form 121 "On-Site Visit Report" (**Attachment C**) per company visit, via email electronic in excel format.
- Submit to WARN Act Coordinator by mail to the Workforce Investment Division, MIC 69, Program Management Section, Employment Development Department and forward a copy to Regional Advisor.
- Provide the Employer Survey Rapid Response Orientation Form (**Attachment D**) Survey for company to fill out upon conclusion of the orientation.

III. Job Seeker & Employer – Follow up

1. The Network's Rapid Response Coordinator provides the WIA Program Manager with the Rapid Response Employee Survey (Dislocated Worker) forms (**Attachment B**) for follow-up calls.
2. WIA Program Manager disseminates information to the Employment Specialists to meet with them.
3. Each dislocated worker employee is informed by the Employment Specialists to sign up for the Informational Workshop scheduled on Tuesdays.
4. At the Informational Workshop the workers are given a detailed overview of the WIA services available, procedures and a tour of the One-Stop Center.
5. Rapid Response Coordinator follows up with business and inquires if an Employer Survey Rapid Response Orientation form (**Attachment B**) was completed and faxed to us. Additional input from the employer for the Rapid Response Service provided by the Pacific Gateway Workforce Investment Network may also be solicited.
6. Rapid Response Coordinator ensures that employer is asked if additional packets or services are needed. The Rapid Response Coordinator's Business Card is included in each packet. Employer is also notified that any employee who missed the orientation may contact us with any questions or concerns.
7. Rapid Response Coordinator fills out the Employer Customer Satisfaction form (**Attachment D**) and submits it to the Management Information System (MIS) Unit for Job Training Automation (JTA) entry.

REFERENCES

WIA Sections 101(38) and 134 (a)(2)(A)
Title 20, Code of Federal Regulations, Section 636
California Labor Code, Section 1400-1408
WIA Directive WIAD01-13, WIA Employer Customer Satisfaction (03-11-02)
WIA Directive WIAD04-9, Dislocated Worker 25 Percent Funding Policy (10-14-04)
WIA Directive WIAD04-13, Revised Rapid Response On-Site Visit Form (WIA 121)
WIA Directive WIAD04-22, State-Required Surveys of Dislocated Worker (06-15-05)

CONTACT

Should you have any questions regarding this Policy Memorandum, please contact Cherie Gomez at (562) 570-4715; TTY (562) 570-4629.

Thank you.

BSR:mh

Revised 01/03/2008

Company Name: _____

Date: _____

Rapid Response Planning Meeting Guide

Opening Remarks and Introductions *(Rapid Response Coordinator)*

- ☐ Thank employer - Introduce the Team
- ☐ Employer Representative(s)
- ☐ Outplacement Firm Representatives
- ☐ Labor Union Representative(s)
- ☐ State of California Employment Development Department
- ☐ TAA Specialist - if applicable

Brief overview of WARN Act provisions, if applicable

Purpose of Meeting

- ☐ Give Information about services available
- ☐ Gather information on employer and employee work force

Plant Closure/Lay-Off Information *(Employer)*

Nature of Industry - Future? _____

Closure or Layoff? _____

Closure/Lay-off Date(s)? _____

Reason for Closure or Layoff? _____

Number of Employees Affected? _____

Schedule of Lay-Offs? _____

Job Titles involved? _____

Salary ranges? _____

Average years of service? _____

Average Wage Rate? _____

Cities of Residence? _____

Language Status of employees? _____

Was the Layoff caused by increase imports from foreign countries or outsourcing? _____

Will company remain open? If so, what functions will remain? _____

ADMINISTERED BY:



Plant Closure/Lay-Off Information (con't)

Will laid off employees be recalled in the future? _____

Do the employees belong to a union? _____

Is there a Labor - Management Committee in existence? _____

Were employees offered the chance to relocate? _____

Is company working with an outplacement firm? _____

Severance Package/Work Continuance Pay? _____

Facility Status - Lease/Vacant/Sold? _____

Company's assessment of employee needs? _____

Explanation of EDD Services (EDD)

- ☐ Unemployment Insurance Benefits
- ☐ Disability Insurance
- ☐ Job Service

Explanation of WIA Services (City)

Rapid Response

- ☐ Orientation(s)
- ☐ One on ones – customized orientation

One-Stop or WorkSource California Centers (City)

- ☐ Basic Readjustment Services
- ☐ Detailed Assessment of Capabilities and Aptitudes
- ☐ Remediation of Basic Skills
- ☐ Occupational Skills Retraining
- ☐ Supportive Services During Retraining
- ☐ Job Resources Center – computers, fax machines, copiers etc.
- ☐ On-the-Job Training (OJT)
- ☐ Classroom Training
- ☐ Customized Training
- ☐ Placement and Retention Services

Schedule of Orientation(s) of Workers (City)

Number of Orientations (English, other languages) _____

Location, time(s), how many workers per session? _____

Publicity – Flyer, Who, what, when, where, how? Need help? _____

Closing Remarks (ALL)

ADMINISTERED BY:





Today's Date: _____

PLEASE PRINT

Name:		Tel: ()	
Street:			
City:	CA	ZIP	
Email Address:			
Job Title:		Layoff Date:	
Job Disc./Duties:			
Years of Service:		Education Level:	
Hourly Wage:			
Company Name:			

Do you plan to look for a new job?

- ☐ Yes
☐ No

If YES, **when** do you plan to look?

- ☐ Immediately
☐ Next 30 Days
☐ I plan to return to work immediately, but do not need assistance from the Career Center, If not, give reason why: _____

ONE-STOP CAREER CENTER SERVICES

Please check off all services that interest you:

- ☐ Assessment and Career Counseling
☐ Access to computers, laser printers, FAX machines, telephones, etc.
☐ Labor Market Information
☐ Job Placement Assistance
☐ Job Search Skills Workshop
☐ Resume Writing and/or Interview skills Workshop
☐ Basic Computer Skills (Windows Applications)
☐ Basic Skills Training (Spoken and Written English; Math Skills)
☐ Training (type): _____
☐ CalJobs - Internet Job Match System, Self-referral to job openings
☐ Virtual One-Stop System (VOS) –Review available jobs and apply online. System will notify you of jobs that match. Assess job skills and develop a career plan.
☐ I have interests in specific alternative occupations or labor industries.
List: _____

WIA SERVICE DELIVERY AREA

Please check the One-Stop/WorkSource Center (s) closest to you:

- | | | |
|--|---|--|
| <input type="checkbox"/> Long Beach-Career Transition Center | <input type="checkbox"/> Inglewood | <input type="checkbox"/> Foothill/Pasadena |
| <input type="checkbox"/> Mid-Wilshire/West LA | <input type="checkbox"/> Cerritos/Norwalk/Artesia | <input type="checkbox"/> Palmdale |
| <input type="checkbox"/> Crenshaw/South Central | <input type="checkbox"/> South Bay/El Segundo | <input type="checkbox"/> Anaheim |
| <input type="checkbox"/> Harbor/Gateway/San Pedro | <input type="checkbox"/> San Bernardino City | <input type="checkbox"/> Santa Ana |
| <input type="checkbox"/> Northwest San Fernando Valley | <input type="checkbox"/> San Bernardino County | <input type="checkbox"/> Ventura County |
| <input type="checkbox"/> East Los Angeles | <input type="checkbox"/> Riverside County | <input type="checkbox"/> Orange County |
| <input type="checkbox"/> Monterey Park | <input type="checkbox"/> San Diego | |
| <input type="checkbox"/> Verdugo/Glendale/Burbank | | |

RAPID RESPONSE REQUIRED ACTIVITIES ON-SITE VISIT FORM

This form must be completed, and it should only be completed to report on-site visits by LWIA staff to conduct "required" Rapid Response activities. (Please see Directive WIAD04-9 with its attachments for a definition of the distinction between required and allowable activities.) Activities reported on this form are those relating to on-site visits that respond to significant layoffs, as defined by the LWIB for dislocated worker eligibility. Reportable on-site visits include WARN and non-WARN events. If multiple sessions are conducted on the same day, at a single location, and for a single employer, complete this report with consolidated information for that specific date, location, and employer. Complete separate reports for each on-site visit occurring on different days, at different locations, or at different employers.

General Information			
Date of Visit:		Name of Reporting LWIA:	
LWIA Contact Person:		Telephone Number:	
E-mail Address:		Cell Phone:	Fax:
Primary Reason for On-site Visit:			
Explanation of Other Reasons:			

Employer Information			
Name of Company:			EAN:
Street Address:	City:	Zip Code:	
Company Contact Person:	Title:		
Telephone Number:	Fax Number:		
Date of Layoff that Caused Visit:	Number of Affected Local Employees:		
Was a WARN notice filed?	Was a Trade Act petition filed?		
Industry Type:			
What job classifications are being affected? briefly describe			
Are the layoffs caused because the employer is relocating jobs?			

Layoffs Scheduled Over Next Six Months						
Month	Jan 00	Feb 00	Mar 00	Apr 00	May 00	Jun 00
Number of Layoffs Expected						

Meeting Attendees	Meeting Logistics
<input type="checkbox"/> Employer Representatives	LWIA Staff Hours to Prepare for Visit:
<input type="checkbox"/> Union Representatives - Union Name(s) & Local #(s):	Length of Meeting (in hours):
<input type="checkbox"/> Affected Employees -How many?	Number of LWIA Staff at Meeting:
<input type="checkbox"/> Employment Development Department	How many affected workers completed a Rapid Response survey during this on-site?
If EDD did not attend, person and date contacted:	
<input type="checkbox"/> News Media specify if known	
<input type="checkbox"/> Others	

Comments/Explanatory Notes

E-mail to: warn2@edd.ca.gov	State Use Only -- WARN Number:
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Employer Survey Rapid Response Orientation

Name of Company: _____

Date: _____

MATERIAL	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
1. Information met my expectations					
2. Purpose was clearly stated					
3. Purpose was met					
4. Materials were useful					
5. Presentation was timely					
6. Overall, was valuable and I would recommend to other businesses					

PRESENTERS	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
1. Were prepared and organized					
3. Were effective in presentation style and delivery					
4. Presented information clearly					
5. Encouraged interest and discussion					
6. Answered questions clearly					
7. PowerPoint presentation was useful					

	Excellent	Good	Average	Poor	Very Poor
Overall Rating					

Comments: _____

Thank you for your cooperation in completing this evaluation.
Your response will help future Rapid Response presentations.

ADMINISTERED BY:



**WORKFORCE INVESTMENT ACT
EMPLOYER CUSTOMER SATISFACTION**

(WIA EECS effective 05/01/2002)

Employer Number: (MIS USE ONLY)
Employer Name:
Employer Street Address:
Employer City / State / Zip Code:
Service Number: (MIS USE ONLY)
Employer Contact:
Employer Contact Phone: ()
Employer Contact Title:
Alternate Employer Contact:
Alternate Employer Contact Phone: ()
Alternate Employer Contact Title:
LWIA Contact:
LWIA Phone: ()
Service Begin Date (MM/DD/YYYY):
Service End Date (MM/DD/YYYY):
Service Provided By:
Description of Services:

ADMINISTERED BY:



ATTACHMENT E